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Civilian Pay Series

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Civilian Pay Series

GS-544

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SERIES DEFINITION

This series includes positions concerned with the determination of pay, the maintenance of payroll records, and the compilation of related reports pertaining to civilian employees of the Federal Government, and/or with the establishment, maintenance, review, and disposition of time and leave records for civilian employees of the Federal Government. Positions in the Civilian Pay Series require (1) substantial knowledge of civilian pay and/or leave rules, regulations, procedures, programs, and systems requirements, and (2) usually, a knowledge of those civilian personnel rules and regulations that affect pay.

This standard supersedes and combines the standards for the Payroll Series, GS-544, which was issued in June 1971, and the Time and Leave Series, GS-590, which was issued in April 1965. The Time and Leave Series is abolished.

COVERAGE

Positions in this series perform a variety of clerical and technical work which results in the bi-weekly or monthly determination of pay for civilian employees. The work includes examining personnel actions, pay changes and employee requests, and making appropriate changes to master records which serve as a basis for pay and leave computations and effect the disbursement of pay. It also includes answering questions from and providing advice to employees, supervisors, financial management specialists, and to personnel specialists on rules, regulations and procedures relating to pay.

Some of the work involves posting, examining, computing, and balancing of hours on time and leave records, cards, or sheets (subsequently referred to as T&A reports), and any of the required bi-weekly, monthly, quarterly and annual reports; and answering questions on leave regulations, procedures, and balances. It may also involve responsibility for making a variety of collections not specifically related to pay and leave, maintaining retirement records, or processing health benefits forms. This typically entails posting, examining, balancing, computing, and extracting data from the records, and preparing a variety of reports or vouchers.

Positions in this series are responsible for the accuracy of the authorization documents which affect the propriety of pay as well as for the accuracy of computations. They verify the employees' eligibility or obligations for various payroll deductions such as, taxes, retirement, health benefits, FEGLI, union dues, thrift-savings plans (TSP), and savings bonds. They determine eligibility for pay and benefits based on such factors as the type of appointment and pay plan involved; the tour of duty (e.g., full-time, part-time, intermittent; or shift-work); and the location of employment (e.g., overseas.)

RELATIONSHIP OF TIME AND LEAVE WORK TO WORK IN OTHER SERIES

Time and leave work is a full-time function in some agencies or organizations. More often, it is performed in combination with other duties which are the primary or grade-controlling duties. As a result, most positions performing time and leave work are classified to other series; such as the Personnel Clerical and Assistance Series, GS-203; the Miscellaneous Clerk and Assistant Series, GS-303; the Clerk-Stenographer Series, GS-312; the Secretary Series, GS-318; the Clerk-Typist Series, GS-322; the Management Clerical and Assistance Series, GS-344; and the Financial Clerical and Assistance Series, GS-503. Time and leave work performed full-time or in combination with work of another series should be evaluated by the grade-level criteria in this standard.

EXCLUSIONS

1. Classify positions which establish, maintain, correct, and close pay accounts for active, reserve, and retired uniformed services personnel, and their annuitants in the Military Pay Series, GS-545.
2. Classify positions in which the paramount qualification requirement is knowledge of accounting or fiscal practices and procedures in the performance of duties other than those directly related to the manual or computer processing of documents and records which leads to the issuance of pay checks or the maintenance of leave data in other appropriate series in the GS-500 Group.

Positions operating as members of a payroll staff, but performing work such as reconciling all labor costs for a large organization typically require knowledge more appropriately classified to the Accounting Technician Series, GS-525. Some may require a combination of knowledge more appropriately classified to the Financial Clerical and Assistance Series, GS-503. (See instructions for titling positions in this standard.)

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3. Classify positions in which the paramount qualification requirement is specialized knowledge of personnel rules and regulations or substantive knowledge of retirement and savings programs in the Personnel Clerical, GS-203, or other appropriate series.
4. Classify positions in which the paramount qualification requirement is knowledge of and ability to plan for, program, or operate computer equipment in the appropriate series in the GS-300 Group.

5. Classify positions which involve substantially full-time coding of documents without requiring knowledge of pay or leave regulations and compensation rules or other substantive knowledge in the Coding Series, GS-357.
6. Classify positions below the GS-3 level which involve clerical posting, computing, balancing, copying, verifying and related tasks, without responsibility for learning and applying pay and/or leave regulations, rules and instructions in the Miscellaneous Clerk and Assistant Series, GS-303, or other appropriate series in the GS-300 Group.

OCCUPATIONAL INFORMATION

Several agencies have specific Government wide responsibilities in the administration of civilian payroll functions. Among these are the General Accounting Office (GAO) which provides principles and standards for departments and agencies for the operation of payroll systems. Guidance is also provided in GAO decisions on compensation, leave and related matters based on requests submitted by the departments and agencies; in the design of certain standard forms; and in the provision of salary and other related pay tables.

The Treasury Department issues regulations, forms and instructions concerning Federal, State and city tax deductions, bond authorizations and deductions, tax liens, and related matters.

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The Office of Management and Budget issues regulations, forms and instructions concerning appropriations, budget and accounting procedures, and reports on staff-years and personnel costs for Federal civilian employment.

The Office of Personnel Management issues regulations, forms and instructions relating to pay, compensation, leave, group life insurance, health benefits, retirement, and special reports.

The Federal Retirement Thrift Investment Board issues regulations, forms, and instructions concerning Thrift Savings Plan operations.

Agencies are responsible, within this framework, for preparing payrolls and maintaining records in accordance with the systems approved by GAO to best serve the agencies' missions, programs and organizations. This responsibility includes effective internal auditing, and prescribing certain accounting forms relating to leave, payroll and allowances.

COMPUTERIZED PAYROLL SYSTEMS

Most, if not all, pay, and time and leave work in the Federal government is performed within computerized systems. Such systems are generally designed to:

- Reduce the time which would normally be spent in routine arithmetic and clerical processes such as copying, computing, summarizing, listing and balancing.
- Increase operating efficiency by making it possible for more accounts to be assigned to one pay block.
- Generate a series of internal computer checks and balances for data compatibility in the form of printouts, listings, edits, possible error rejects, various control totals, etc.
- Produce consolidated information for other management purposes; e. g., personnel, budget, and accounting.

Some agencies have separate computer systems for personnel management and financial management uses. In such agencies, the payroll staff generally is responsible for initially establishing employee master pay records in the financial management system. The personnel staff may simultaneously maintain computer records for their own use of personnel actions they process. Periodically, the two systems may be compared to identify and eliminate discrepancies in the lists of current employees in each system. Once personnel actions appointing or transferring new employees are received and verified by the payroll staff, the payroll staff controls the input of data into their computer system from the personnel actions and other related documents; e.g., health benefits forms and income tax withholding forms, that generate the employee master records; and which serve as the basis for pay computations.

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The payroll staff is also responsible for inputting all subsequent changes to employee master pay records. Problems may result in the processing of T&A reports for new or separating employees because of delays in receipt of notification of the hiring and termination of employees.

Many agencies are using integrated or interfaced personnel/payroll systems. These are systems in which both personnel and payroll staffs input into and extract from a single data base made up of personnel, pay, and benefits data relating to their employees. In integrated or interfaced systems, the work related to processing documents that affect employee master records is organized in a variety of ways, and the work can be performed within an organization's personnel management system or its financial management system. In most cases, master records for new employees are established by personnel clerks or technicians.

Subsequent actions can be processed by civilian pay clerks or technicians located either in the personnel office or a financial management office, or they can be processed by personnel clerks or assistants along with the other kinds of personnel actions they process. Frequently, in this latter case, positions may be established for the sole purpose of processing the volume of documents such as tax withholding forms, allotment forms, bond applications, direct

deposit forms, and charitable contribution forms, which relate to deductions from and disbursement of pay.

Within an integrated or interfaced system, problems can arise for a staff responsible for certifying pay when the initial establishment of new employee master records is controlled by another office or staff. If actions are not processed quickly, not completed correctly, and/or not input correctly; T&A reports will not match master records and will not be accepted by the computer, and employees will not be paid correctly. Retroactive adjustments and/or out-of-system payments then become necessary.

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In either type of system, computers are performing the routine bi-weekly arithmetic calculations; i.e., hours worked x rate of pay = gross pay, gross pay - deductions = net pay, for each employee being serviced. Some systems can perform many of the retroactive computations which represent a significant portion of the time-consuming work in this series. Some can only go back a limited number of pay periods and/or actions, while others can go back or ahead in time for substantial periods; e.g. 23 pay periods.

Actions taken by civilian pay clerks and technicians are based on a variety of authorization documents generated primarily by personnel offices; by employees or their representatives; by financial institutions; by the IRS, the Treasury Department, the Federal Retirement Thrift Investment Board, and other Federal, State or local government agencies. The clerks and technicians review documents for compliance with regulations and procedures, extract data from the authorization documents, compare that to the data in their system, and, when appropriate, input the new and/or corrected data. Data may be coded on forms that are either keypunched or optically scanned. In an increasing numbers of cases, however, the clerks or technicians key the data directly into the computer system using equipment such as cathode ray tube (CRT) terminals. In some cases, the clerks or technicians may use programs that have been written for personal computers (outside the regular computer system) for record-keeping; or, at times, for such things as computing retroactive adjustments, or for facilitating the implementation of new regulations or procedures.

In some cases, payroll employees receive printouts or edits that indicate the input, the adjusted permanent record, and/or rejected entries. In other cases, with on-line systems, the information in the data base is updated as soon as the new information is entered into the system. The clerks and technicians determine what data, if any, is in error; why it has not been accepted; what the correct data should be, and how to process the data so that it will be accepted. Sometimes, the edits include error messages which even indicate what the error is, as well as which items are in error. The clerks and technicians must still determine what the correct data is and how to process it. At times this means finding ways to circumvent an established procedure for entering data which is not achieving the desired result.

Civilian pay clerks and technicians may make retroactive adjustments. These are adjustments necessitated, for example, by personnel actions or requests not being received in

a timely manner or by actions not being accepted by the system for some reason. In many cases, this involves a manual computation of the amount that should have been paid and a comparison to the amount that was actually received by the employee to determine the existence and extent of any overpayment or underpayment. Appropriate action must then be taken to make payment, collect, or if appropriate, waive overpayments. For amounts below agency established limits, the clerks and technicians follow agency policy for determining when overpayments are small enough to collect without advance notification, when they must consult with the employees involved to work out schedules of payment, or when overpayments can be waived.

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The civilian pay clerk or technician must have sufficient knowledge of their computer systems to: (1) code and input the documents and T& A reports they are processing, (2) know at what phases of the operation to introduce information or adjustments, (3) know the meaning of listings and edit checks from the computer, (4) visualize how the computer will list, record and process the transactions and changes introduced into the system, and (5) in some cases, devise procedures when established procedures do not achieve the expected or desired results. Civilian pay clerks and technicians are not generally required to know how to program or adjust a computer.

Occasionally, problems arise in processing T&A reports which cannot be resolved before the payroll is finalized for the pay period involved; e.g., missing or late reports, incorrect reports, computer breakdowns, and keypunch errors. In many of these cases, it may be desirable or necessary to make an "out-of-system" payment. This not only involves doing a manual computation, but also includes responsibility, in part or in full, for preparing a voucher or comparable document to disburse the payment and updating the computer system with information relating to the manual payment. Deadlines are an even greater consideration here than with the normal processing. These are problems that do not surface until late in the payroll cycle, and this approach is used to get payment to employees as close to their normal pay day as possible. As a result, they have very little time to do the computation and prepare the appropriate documents - at times, as little as 1 or 2 hours.

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CHANGES IN LEGISLATION AND REGULATIONS

Employees in this occupation must adjust to changes in laws and regulations which effect pay computations. Some are issued Government wide and cover, for example, merit pay, the Senior Executive Service (SES), flexitime, Fair Labor Standards computations, expanded FEGLI optional elections, garnishment of pay for alimony and/or child support, composite checks and electronic transfer of funds, use of fractional hours of leave, leave sharing, debt collection, the Federal Employees Retirement System, and thrift savings plans. Additional provisions may be unique to an agency or limited to a small number of agencies.

With few exceptions, changing regulations, regardless of whether they are adding to or replacing existing regulations, typically increase the volume and the variety of types of processing. The issuance of new rules and regulations, Government wide or agency wide, has a multiple effect on the clerks' or technicians' guidelines. In addition to causing office procedures to change, the computerized systems need to be modified, where computer capability and agency resources allow, to incorporate the new requirements; e.g., criteria and formulas for computations. These types of changes, coupled with systems changes based on improved programming and/or technological advances frequently can result in hundreds of major and/or minor procedural changes over the course of a year. Changes frequently are not effected in a timely manner, necessitating retroactive adjustments.

At times, information relating to these changes may not be communicated to the clerks and technicians, or, in the course of making one change, other unanticipated changes occur. The clerks and technicians only become aware of them when established procedures do not achieve expected results. Some changes go undetected until employees find a discrepancy. The clerks or technicians then study the input and output to identify the cause of the problem. When unable to do so; they, their supervisor or a higher graded technician contacts the computer specialists responsible for the computer program to alert them to the problem, to determine whether any changes to the system have been made, and to coordinate the steps to be taken to resolve the problem.

Review of Work

The time constraints imposed by bi-weekly pay cycles places increased importance on the accuracy of the coding and inputting done by the clerks and technicians. Because of this, changes and/or T & A reports being prepared for computer processing are routinely examined and double-checked for such things as proper postings; e.g., items in appropriate columns or blocks, associated blocks being completed, and transposed numbers; proper codes; and correct totals prior to being keypunched, scanned, or otherwise entered into the computer system. Similarly, because of the importance of producing an accurate payroll, manual computations may also be double-checked by other clerks, technicians, or certifying officers prior to authorizing payment. Most often this involves repeating the work process of the first clerk or technician to be certain that the results are the same.

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Most computerized systems include a series of internal computer checks and balances. Certain items are automatically checked and verified as they are being processed by the computer. Data found to be incompatible or in error is identified in various printouts, error listings, and edits generated by the computer systems. Many systems also generate control totals from the data input into the system. Imbalances in control totals indicate the possible existence of errors in the payroll which the clerks and technicians must then identify and correct.

This type of quality control review or double-checking is important as a means of improving the accuracy of payrolls. It has no real impact on the classification of these positions, however, since the clerks and technicians involved in both the initial work and the review all use the same knowledge and skills. The accuracy of the work is verified through the agreement of results and does not encompass a need for greater knowledge, judgment, or accuracy.

This is in contrast to the review performed by supervisors and some lead technicians in which the reviewer is presumed to need greater knowledge and skill than the individuals being reviewed in order to carry out the responsibility for accepting, rejecting, or revising the work of the clerks and technicians. This type of review would, therefore, have greater significance on the classification of supervisory or lead positions.

TITLES

CIVILIAN PAY CLERK is the title authorized for nonsupervisory positions below grade GS-5 processing pay and/or leave documents or maintaining pay and related records.

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CIVILIAN PAY TECHNICIAN is the title authorized for nonsupervisory positions at grades GS-5 and above processing pay and/or leave documents or maintaining pay and related records.

Personnel clerk or assistant work and civilian clerk or technician work may be combined in one position. Title such positions based on the work that represents the highest grade level and has the paramount qualifications requirements. If neither type of work is grade-controlling, title the position according to the titling instructions in the Personnel Clerical and Assistance Series, GS-203.

Accounting clerk or technician work and civilian pay work may also be combined in one position. Title such positions based on the work that represents the highest grade level and has the paramount qualifications requirements. If neither type of work is grade-controlling, title the positions according to the titling instructions in the Financial Clerical and Assistance Series, GS-503.

TIME AND LEAVE CLERK is the title authorized for nonsupervisory positions predominately concerned with processing and maintaining attendance and leave records.

The word "Lead" is prefixed to the title of nonsupervisory positions which meet the criteria for evaluation as leaders contained in the Work Leader Grade-Evaluation Guide.

CIVILIAN PAY SUPERVISOR and *SUPERVISORY TIME AND LEAVE CLERK* are the titles authorized for civilian pay, and time and leave clerk positions, respectively, when supervisory

duties and responsibilities constitute a substantial, regular part of the position and meet the definition and criteria for titling supervisory positions in the Supervisory Grade- Evaluation Guide. (In Department of Defense components, use titling criteria in other guides for supervisory positions.)

Guidance relating to the use of parenthetical titles can be found in the Introduction to the Position Classification Standards.

EVALUATION OF POSITIONS

1. Nonsupervisory positions should be evaluated on a factor-by-factor basis using the factor levels contained in this standard to point rate positions. The factor level descriptions for Factors 1 through 9 in the Primary Standard may be used to evaluate factors of positions that significantly exceed or fall below the factor level descriptions contained in the standard. (See "Instructions for the Factor Evaluation System," TS-27, dated May 1977.) The points associated with the factor levels selected are totaled and converted to a grade using the Grade Conversion Table shown below.

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GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to GS grade as follows:

GS Grade	Point Range
1	190-250
2	255-450
3	455-650
4	655-850
5	855-1100
6	1105-1350
7	1355-1600
8	1605-1850

2. In many systems, blocks of accounts are regularly rotated among the clerks and technicians. In this situation, all accounts through which each person rotates constitute the assignment for each. Therefore, the grade level criteria are applied to all the accounts involved as if they were a single "block." It is necessary, however, to distinguish between true rotational assignments and situations where assignments to other accounts are made for training purposes, or on an occasional emergency basis such as in filling in for a clerk or technician on leave. In the latter instances, the permanently assigned blocks of

accounts constitute the basis for classifying positions, and the emergency assignments are not normally considered.

3. At times, individuals, working alone under administrative supervision only, or possibly supervising 1 or 2 clerks as required by the workload, may be "in charge" of the payroll function for their organization. These "sole worker" positions are typically found in very small organizations for which it is not feasible to have the payroll prepared by a parent agency or by another agency. For positions of this nature, Factor 2, Supervisory Controls, may be evaluated one level higher than the work would normally warrant, provided that the position is (1) designated as the position responsible for the payroll function for the whole organization and (2) is not working under technical supervision.

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4. Supervisory positions are evaluated according to the classification criteria in the Supervisory Grade-Evaluation Guide, Part I, and work leader positions by the Work Leader Grade-Evaluation Guide. (In Department of Defense components, use classification criteria in other guides for supervisory positions.)

Because "full and final technical responsibility" (Factor II, Element 4, in the Supervisory Guide) has special significance in some civilian pay positions, the following additional guidance is provided:

Full and final responsibility for an agency's payroll is usually indicated by the presence in a position of most of the following:

- (a) The supervisor requests decisions directly from the Office of the Comptroller General without the requirement, real or implied, that these be routed through a supervisor or higher organizational level for other than a nominal administrative or informational review.
- (b) The supervisor deals directly with the General Accounting Office on matters arising from audits of agency payroll operations, and makes final settlement with the General Accounting Office on all audit matters except those which involve accounting, personnel or administrative policies on other than technical payroll matters.
- (c) The supervisor has final authority on all procedural matters which are internal to the payroll unit, and for negotiating directly with agency accounting, personnel, administrative, and managerial officials on payroll procedural matters. Only those situations in which the necessary degree of cooperation cannot be obtained from others, or in which there is a conflict between payroll instructions and instructions on related subjects are referred to a higher level of authority.

- (d) The supervisor solves substantive technical payroll problems including those of a controversial nature without securing concurrence from his or her supervisor or other higher official. (This does not preclude the supervisor from securing advice, as distinct from approval, on accounting, personnel, administrative, or legal aspects of the problem, nor does it preclude the supervisor from presenting questions to the Comptroller General.)
 - (e) The supervisor interprets, applies, and issues instructions concerning new pay legislation, General Accounting Office payroll regulations, Comptroller General decisions, etc., after obtaining such legal, accounting, personnel, or similar advice deemed necessary.
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- (f) The supervisor is the certifying officer for the payroll, and no other certifying officer in the organization normally acts on payroll matters except in the absence from duty of the civilian pay supervisor.

These criteria will be applicable principally to supervisory positions in small independent agencies. The additional point credit for supervisory positions which meet the above criteria should not be used to support a higher grade for subordinate positions, such as an assistant supervisor, than would otherwise be justified. The special responsibility which serves to warrant a higher point credit for the supervisory position is the kind of responsibility which cannot be redelegated and, hence, cannot be used to enhance the grade value of a subordinate position.

FACTOR LEVEL DESCRIPTIONS

FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

Level 1-2--200 points

Characteristics of Accounts Being Serviced:

- Includes principally General Schedule, merit pay, and/or wage grade employees.
- Includes the common employment situations with routine entitlements; e.g., full-time, part-time, permanent, temporary, career, and career-conditional.
- Involves largely routine types of deductions.
- Involves adjustments or leave calculations which require little research and generally affect only 1 or 2 pay periods.
- Involves little, if any, environmental, premium, or special pay; or allowances.
- Involves a group of employees dispersed over a limited geographic area; e.g., employees reside in 2 or 3 states.

Type of Knowledge Used:

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- o Knowledge of well-established pay rules and regulations covering a few widely used pay plans within title 5 USC, including those personnel rules and regulations defining types of appointments, their related entitlements, and other personnel matters which affect pay.

How Knowledge May Be Used:

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- o To verify the allow ability and/or accuracy of actions or changes prescribed in a variety of standard authorization documents, e.g., personnel actions, bond applications, tax forms, and health benefit forms. For example, reviewing documents for:
 - The proper timing of step increases,
 - Entitlement to health benefits coverage,
 - Agreement between employees' grades and steps and the rate of pay on personnel actions, or
 - Assurance that financial institutions named in requests for allotments are recognized by the agency.

- AND/OR -

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- o Knowledge of well-established time and leave rules and regulations covering a few widely used pay plans within title 5 USC.

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- o To verify the allow ability of the various hours charged on T&A reports, e.g., limited overtime, special pay, FLSA, and commonly used types of leave.
 - o To review T&A reports for appropriate signatures, initials, and documentation such as medical certificates for sick leave, when needed.
 - o To advise supervisors of discrepancies, point out appropriate procedures, and advise on minor changes or correct action.
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<ul style="list-style-type: none"> o Knowledge of well-established practices, procedures, methods, and instructions for processing payroll actions and/or T&A reports for the type of accounts described above. 	<ul style="list-style-type: none"> o To update employee master pay records to reflect routine personnel actions, changes in allotments, changes of address, etc. o To correct obvious errors in processing, e.g., associated blocks on a T&A report not filled in. o To compute net pay for employees whose T&A reports are late or missing.
<ul style="list-style-type: none"> o Knowledge of commonly used codes, forms, and procedures; e.g., timetables, input sheets, error lists, and edits. 	<ul style="list-style-type: none"> o To input data from standardized source documents to update employee master pay records. o To input data from T&A reports with little or no special pay or allowances, e.g., no shift operations. o To respond to error listings and computer edits.
<ul style="list-style-type: none"> o Skill in basic arithmetic calculations. 	<ul style="list-style-type: none"> o To compute bi-weekly gross and net pay. o To balance leave records for the kinds of accounts described above. o To compute out-of-system payments or retroactive adjustments in situations which involve only 1 or 2 pay periods and/or 1 or 2 pay actions.

Illustration:

At this level, the work involves the performance of procedural or substantive processing of one or more aspects of payroll work, such as:

- Reviewing requests for allotments to ensure that forms are completed correctly by employees and that financial institutions or charitable organizations are established in the agency's computer system and/or preparing or changing master allotment lists.
- Preparing replies to correspondence concerning allotments.
- Filling in requests for statements of earnings from mortgage companies or in connection with claims for unemployment compensation.

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- Processing routine and repetitive actions, such as health benefits changes, promotions, step-increases, tax withholding, and bonds for a small block of GS employees working normal bi-weekly schedules; e.g., no shift operations or irregular tours of duty, and no special pay or allowances.
- Performing an occasional out-of-system computation or retroactive adjustment covering 1 or 2 pay periods or actions and which require minimal research.
- Answering questions from employees and supervisors when information is directly available from T&A reports.
- Posting and computing balances of leave earned, accrued, used, currently available; and labor cost centers.
- Maintaining files of medical certificates, leave requests, prior-year leave records, and similar kinds of documents.
- Completing forms transmitting leave balances to other agencies.
- Preparing documents for changes in work schedules.

Note: In some cases, the work is developmental in nature to provide the base of experience necessary to understand and progress to higher level work.

Level 1-3 -- 350 points

Characteristics of Accounts Being Serviced:

- Includes a variety of pay plans; e.g., General Schedule, merit pay, wage grade; plus special pay provisions for firefighting and law enforcement positions.
- Includes a variety of types of employment situations; e.g., full-time, temporary, term, intermittent, and stay-in-school, with differing entitlements.

- Typically involves complications such as limited overtime computations, small groups of accounts entitled to FLSA computations, some round-the-clock operations and/or irregular tours of duty resulting in entitlement to premium or other special pay, and limited environmental pay.
- Involves adjustments or leave calculations which require limited research, are effective several pay periods prior to the current pay period, and may involve 1 or 2 subsequent actions.

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- Involves a group of employees dispersed over a moderate geographic area; e.g., 4 to 10 states including 1 or 2 counties or cities for which taxes are collected.

*Type of Knowledge Used:**How Knowledge May Be Used:*

- o Knowledge of an extensive body of rules, regulations, methods and procedures relating to entitlements to and processing of one phase of civilian pay and/or leave; e.g., processing and transmitting health benefit forms and deductions, or maintaining and transmitting retirement record cards for active and separated employees covered by a variety of pay plans and employment situations with differing entitlements.

- o To assess the propriety of actions and the completeness and accuracy of information contained in documents being processed.

-----OR-----

- o Knowledge of a body of standardized rules and regulations relating to entitlement to, and deductions from civilian pay. assess the propriety of actions

- o To determine entitlements and assess the propriety of actions for the full variety of transactions which normally affect the pay, leave, taxes, benefits, indebtedness, other deductions, and master pay record information for the type of accounts described above.

and/or

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| <ul style="list-style-type: none">o Knowledge of a body of standardized rules and regulations relating to entitlement to and use of the various categories of time and leave, and the various types of special pay. | <ul style="list-style-type: none">o To determine appropriateness of hours being charged and types of special pay being authorized in T&A reports for employees covered by a variety of pay categories, types of leave, and types of special pay.o To respond to questions from employees, supervisors, and other interested parties relating to matters such as leave status if converted from one appointment to another and deferment of periodic step increases because of leave without pay during the period involved, which require limited amounts of research of current T&A reports, T&A reports from several previous pay periods, master pay and leave records, various computer printouts, rules and regulations.o To compare T&A reports and travel vouchers to determine entitlements to FLSA computations or the need for adjustment to pay due to the use of excess leave. |
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| <ul style="list-style-type: none">o Knowledge of standardized practices, procedures, methods, and instructions used during each bi-weekly or monthly pay cycle, or annually for processing actions and/or T&A reports. | <ul style="list-style-type: none">o To maintain employee master pay and leave records accurately.o To compute current pay o a timely basis.o To manually compute retroactive adjustments, including interest payable and out-of-system payments, within tight deadlines.o To collect overpayments or indebtedness. |
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| <ul style="list-style-type: none">o Knowledge of the different codes, forms, and coding procedures used with each of the various types of actions, T&A reports, documents, or requests being processed. | <ul style="list-style-type: none">o To select appropriate codes, forms, procedures, etc.o To determine the appropriate time to input data.o To be aware of how the computer will handle data and which data must be compatible or be rejected.o To identify other items in employee master pay and leave records which may be affected by the data being processed.o If necessary, to determine what action to take to maintain the accuracy of master records. |
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Illustrations:

- A typical payroll adjustment performed at this level may involve computing the balance due an employee when the personnel action authorizing a promotion is received 5 weeks after the effective date. The technician searches computer printouts and/or microfiche copies of employee master pay records and time and leave records to determine rates, deductions, allotments, etc. in the system during the period involved, the number of hours worked, number of hours entitled to overtime or special pay, etc., and amounts already paid to the employee in order to calculate the amount that should have been paid and the balance still due the employee.
- The work of a position at this level might involve the preparation, maintenance, review, and certification of T&A reports and leave records for the employees in an organization comprised of General Schedule and wage grade employees including a small number of firefighting positions. Most of the employees work during a single shift, however, the firefighting unit and a unit responsible for computer processing for the organization both operate round-the-clock. During any given pay period, approximately 15% of the work force receive premium pay for working overtime and Sundays. The duties include examining daily labor distribution reports and T&A reports for accuracy, completeness, and adherence to procedures; verifying the presence of required supporting documents; posting hours to time, leave, and labor worksheets; providing time and attendance information for worker compensation

cases and preparing monthly reports of time lost due to injuries; and maintaining files of the various reports.

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Level 1-4 -- 550 points

Characteristics of Accounts Being Serviced:

Includes at least 4 of the following or equivalent conditions:

- A broad range of pay plans, frequently including 1 or more plans unique or nearly unique to the organization involved; e.g., doctors and nurses under Title 38 USC, pilots entitled to flight pay, and/or groups of employees duty-stationed overseas subject to Department of State rules and regulations relating to various allowances; e.g., post differentials, housing, and dependents.
- A variety of different types of appointments or employment situations and conditions; e.g., career, career-conditional, temporary, intermittent, part-time, consultant, stay-in-school, and fellowship, with differing entitlements to pay, leave, deductions and benefits.
- Large groups of employees whose actual working time differs from a normal bi-weekly schedule; e.g., multiple shifts, round-the-clock operations, and irregular tours of duty, and thus consume the time of the technician on more complicated pay/or leave problems.
- Requires regular and recurring application of pay and leave laws, rules, regulations and agency policy regarding entitlements to overtime, differentials, hazardous duty, holiday and special rates, premium pay, allowances, etc.; which at times involve conflicting requirements; e.g., premium pay regulations for air traffic controllers which conflict with FLSA regulations; and may possibly affect other items in the account; e.g., retirement, FICA, taxes, health benefits, union dues, and insurance.

- Involves recording, reconciling, and balancing pay data by a large number of differing appropriations, allotments, sub-allotments, or cost centers for accounting, budget, production or other management purposes.

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- Frequently requires making retroactive adjustments and tracing errors which involve correction of pay (1) covering long periods of time, often a year or more; multiple actions; and, at times, changes in legislation or regulations and (2) requiring extensive research of employee and/or office files and reports, etc., some of which may be in storage making retrieval more difficult.
- A work force dispersed over a large geographic area, generally including some employees duty-stationed overseas and/or some employees living in a number of areas in which various county and city taxes are collected.

*Type of Knowledge Used:**How Knowledge May Be Used:*

In addition to knowledges described at the lower levels:

- o Knowledge of an extensive set of rules, regulations, and practices relating to civilian pay covering a complicated block of accounts or cases.

and/or

- o Knowledge of an extensive set of time and leave rules, regulations, and practices covering a complicated block of accounts.
-

- o To assess the propriety and completeness of actions and/or entries on T&A reports, and to complete payroll processing in situations involving numerous complicating factors resulting from the combination of conditions comparable to those described above.

-
- o Knowledge of the structure of master record files and the interrelationships between the various items within these record files, of the computer system, of the various products of the system (e.g., printouts, reports, and edits) and, in some cases, of previous computerized systems.
 - o To determine the appropriate procedures (e.g., forms, coded, and sequence) and point(s) within the payroll cycle to insert changes, debits, credits, or correspondence so that accounts are paid correctly.
 - o To determine how the computer will handle data input in processing the more complicated accounts and transactions typical of this level so that the desired result is achieved and that the effect on all other items in the accounts has been properly taken into consideration.
 - o To trace multiple sources of errors if items in the system are not in balance with each other or with reports from other sources outside the payroll office, and reconstruct and correct transactions which occurred in the past.
 - o To recognize (1) kinds of transactions the computer may not be programmed to handle and must be done manually, (2) situations in which the technician may want to by-pass the computer processing or (3) situations which cannot be resolved by standardized methods, and for which the technician must devise solutions.
-

Illustrations:

A payroll technician at this level might:

- Service a group of employees which requires the technician to resolve problems such as those presented by a group of full-time GS employees who are entitled to time and a half for actual time worked overtime; are working on rotating shifts; and, as a result of a court ruling, are entitled to retroactive FLSA computations effective on a date 4 years prior to the current pay period. During the 4 year period the employees have

received a number of within-grade increases; some have received temporary promotions and/or have received hazardous duty pay; and some were awarded worker's compensation and have bought back leave used in connection with their injuries. After verifying the accuracy of the authorizing documents, the technician manually reconstructs the payment history for the period involved, determines the amount that should have been paid plus interest payable on that amount, and the extent of underpayment or overpayment, if any, and the procedures for disbursing underpayments or collecting overpayment.

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- Carry out special projects not directly related to the day-to-day processing for a special block of accounts, such as reviewing system design concepts for adherence to rules, regulations, work flow, or deadlines; or implementing changes in regulations and system design by adapting or recommending the adaptation of appropriate office procedures based on a thorough understanding of how the computer system manipulates data and of the interrelationship of the items on code sheets and in master pay and leave records. This typically involves either coordinating with the data processing staff responsible for correcting or adjusting the computer program or modifying office procedures to alleviate or circumvent problems and notifying the other clerks and technicians of these changes.
- Coordinate the input of WG pay plans, rate tables, and other special pay rate schedules in the computer system at points in the pay cycle which minimize the need for and complexity of retroactive adjustments and/or manual computations. Notifies other clerks and technicians of the changes and/or any special actions they may need to take.

FACTOR 2, SUPERVISORY CONTROLS

Level 2-1 -- 25 points

- Employee receives specific oral and written instructions from the supervisor, work leaders and/or other higher graded clerks or technicians for specifically assigned one-of-a-kind and repetitive tasks.
- Employee consults with the supervisor, work leaders, and/or higher graded clerks or technicians as situations not clearly covered by existing instructions arise. These additional instructions combined with those described above provide complete directions for processing.

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- Work is controlled both through the structure and nature of assignments, and through the review of the work which can occur at a variety of points during the processing; e.g., the supervisor or a higher grade clerk or technician checking actions and T&A reports after they have been coded, checking printouts and error listings produced by the coding, and checking computations prior to authorization. The purpose of the review is to determine the accuracy and adequacy of the work and to ensure adherence to instructions and established procedures.

Level 2-2 -- 125 points

- The supervisor provides continuing or individual assignments by indicating general office procedures; timetables and deadlines; and types of actions, if any, which should be referred to higher graded technicians or the supervisor. The supervisor also provides guidance on the priority of actions, such as actions which affect pay or retirement and retirement deductions as opposed to those which correct nonpay related data such as organizational codes or adjustments in work priorities; particularly as deadlines are being approached. Additional instructions or guidance are provided for processing when deviations or unfamiliar situations not covered by instructions are involved; or advice is given on where to obtain the needed guidance or information.
- The employee uses initiative to carry out recurring assignments such as establishing, changing or deleting data from master employee pay records; reviewing and processing T&A reports for their assigned block of accounts; and computing and processing retroactive adjustments. The employee refers problems not covered by established procedures, policies or known precedents or problems which cannot be resolved on the basis of the clerk's or technician's understanding of their computer system to higher graded technicians, the supervisor or higher organizational levels.
- The supervisor primarily evaluates the accuracy and adequacy of both new and recurring work through such indicators as the frequency and nature of problems resulting from errors in processing; problems with responding to inquiries or requests; the nature and frequency of complaints from serviced employees; and through reconciliation of accounts and other controls built into the system. The supervisor spot checks actions and requests which establish or update master employee pay records for accuracy of data, accuracy of information provided to employees, appropriateness of forms used, proper processing of forms, and compliance with instructions and established procedures. Data entry or coding of T&A reports are occasionally checked, although this phase of the work is more typically reviewed in the course of auditing T&A reports and the various printouts and error listings. Both manual computations for out-of-system payments and retroactive adjustments are reviewed for appropriateness of action and accuracy of the calculations. Situations or actions not previously encountered are closely monitored.

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NOTE: At Level 2-2, some clerks work more independently than others because, over a period of time, they have developed a knowledge of program objectives, alternatives, local priorities, and operating policies which influence how the work is done and the kind of adaptations or exceptions which can be made. Although these clerks are able to carry out recurring assignments with less frequent supervisory consultation and only receive specific instructions for special or new projects and reports, the supervisor and the computer system control the tasks to be done; the quantity, quality, and deadline criteria to be met; and the

specific procedures and work methods to use in accomplishing the work. Deviations from the "standing orders" must be approved by the supervisor.

Level 2-3 -- 250 points

- The supervisor makes assignments by providing overall objectives, priorities, and deadlines for the payroll operation and assists with unusual situations which do not have clear precedents.
- The employee plans and carries out the successive steps in processing highly complex actions and unusual or unique adjustments; and handles problems and deviations in the work in accordance with instructions, policies, previous training relating to applicable rules and regulations and/or to the computer system being used, or accepted practices in civilian pay and leave administration.
- The supervisor generally evaluates completed work for technical soundness, appropriateness and conformity to policy and legal or system requirements. Computations may be reviewed for accuracy in the process of authorizing payments, adjustments, or vouchers, in the same manner that other work is cross checked to minimize mathematical errors. However, the methods used in resolving problems, or making adjustments, either in specific cases or in accomplishing automated processing with the computer system being used are not normally reviewed in detail.

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FACTOR 3, GUIDELINES

Level 3-1 -- 25 points

- Guidelines used at this level include procedural manuals, oral, and written instructions for coding and processing personnel actions, precedent cases, and T&A reports. They cover rules and regulations pertaining to General Schedule and wage grade pay, leave, retirement, or other benefits and deductions. The written instructions which provide specific directions for performing the various payroll functions are readily available.
- The employee works in strict adherence to the guidelines. Situations not covered by the guidelines must be referred to the supervisor or a higher graded technician.

Level 3-2 -- 125 points

- Numerous guidelines similar to those provided at the 3-1 level are used at this level. They must be applied rapidly on a day-to-day basis without frequent reference to them or to the supervisor, and are subject to frequent revision.

- The employee uses judgment in selecting guidelines, procedures, and approaches which are appropriate for the varied types of actions, requests, or T&A reports being processed. The employee considers the pay system, and/or type of appointment their accounts are employed under; or other conditions that may be involved in the assignment. The employee also determines whether criteria for entitlement to pay or benefits have been met; e.g., determining entitlements to night differentials; the allow ability of deductions; or the appropriateness and correctness of routine requests for information or action.
- Situations not covered by existing guidelines or requiring significant deviation are referred to the supervisor.

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Level 3-3 -- 275 points

- In addition to the guidelines used at the lower levels, employees at this level use numerous definitions, rules, regulations, and policies such as FPM issuances, Comptroller General decisions, IRS instructions, and court decisions. Guidelines do not completely cover the variety of situations encountered and are frequently changing either as a result of system changes or legislative or regulatory changes.
- Significant judgment is required to (1) determine which guidelines to apply to specific cases or problems; (2) determine the intent of the available guidelines; and (3) adapt or improvise procedures to resolve unusual situations which may be precedent setting.

FACTOR 4, COMPLEXITY*Level 4-1 -- 25 points*

- The work at this level consists of a series of clear-cut, directly related tasks, such as:
 - Processing requests for the establishment of or change in routine deductions; e.g., bonds, tax withholding, or allotments;
 - Disbursing an individual's payment; e.g., to a financial institution; and
 - Processing T&A reports for a small block of accounts with few, if any complicating factors; e.g., all GS employees, no shift work, and very little hazardous duty pay or premium pay. The processing involves using similar procedures for updating information in the employee's master pay record and ensuring (1) the completeness of the form(s); e. g., all pertinent information provided, appropriate signatures have been obtained, and any necessary

documentation is attached; (2) the compatibility of the new data with data in the master record files; and (3) the correctness of factual and numerical data such as social security number, employee number, addresses, and totals of the number of hours worked or on leave.

- Tasks are performed repeatedly each pay cycle in accordance with established procedures. There is very little choice in deciding what needs to be done.

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- Actions to be taken in completing assignments are readily discernible and the steps involved are generally memorized after a few pay cycles.

Level 4-2 -- 75 points

- The work consists of performing a variety of related processing and procedural duties involved in establishing and maintaining typical employee records, determining entitlement to pay and benefits, and computing bi-weekly or monthly pay for a block of accounts with some complicating factors, within strict deadlines.
- Duties performed during a typical bi-weekly pay cycle may include many of the following:
 - Verifying the accuracy of information on a variety of personnel actions;
 - Coding or keypunching actions, establishing master pay records for new employees, updating data in the computer system (particularly data which effects pay, leave or the disbursement of pay), or deleting master pay records when employees terminate or leave an organization;
 - Reviewing requests for action relating to bonds, allotments, tax withholding, health benefits, and life insurance;
 - Comparing data in such requests to data in the computer system; updating the system, if appropriate; and, in some cases, maintaining and reconciling weekly control logs on these deductions;
 - Maintaining leave records involving entitlement to a range of types of leave;
 - Preparing forms transmitting leave data for employees with varied entitlements and work situations who have terminated or transferred to another agency;
 - Reviewing and/or coding or keypunching a variety of types of T&A reports;

- Reviewing error lists and various printouts;
- Identifying the reason an account appears on an error listing;
- Correcting coding and keypunch errors;

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- Computing numerous retroactive adjustments involving complicating factors; and
 - Responding to requests for information pertaining to standardized regulations or procedures from a variety of sources; e.g., the employees and their supervisors, mortgage companies, unemployment compensation offices; or attorneys.
- Some positions may be involved with only one or two phases of the payroll process; such as, the establishment and maintenance of retirement record cards, generally, for a more diversified group of employees. This involves posting personnel actions affecting rate of pay and changes in appointments to an individual's retirement record card as well as annually posting and balancing yearly totals and cumulative totals of retirement deductions.
 - Decisions regarding what needs to be done involve various choices requiring the employee to recognize the existence of and differences among a number of easily recognizable situations. The kinds of decisions being made include determination of:
 - Appropriate procedures and forms for inputting data into employees' master pay records and/or processing T&A reports;
 - Proper documentation and authorization requirements;
 - Proper formulas and tables for computing bi-weekly or monthly pay from gross to net;
 - Appropriate procedures for balancing or reconciling their accounts as well as predetermined controls; and
 - Appropriate sources for additional or missing information.

Because of the timetables during a pay cycle for inputting data into the computer system and the desire to meet deadlines within those timetables, choices must be made concerning the management of workload to ensure, for example, that both priority cases and the day-to-day workload are accomplished. The employee chooses what to do first, what to refer to higher graded technicians or the supervisor, and/or what to leave pending.

- Determinations concerning what action needs to be taken are based on information such as:

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- the type of employee; e.g., GS, wage grade, part-time, full-time, intermittent, or stay-in-school,
- the type of action,
- the type of entitlements,
- the type and amount of leave taken,
- the work schedule involved,
- the source of the action or request; or
- other differences of a factual nature.

Level 4-3 -- 150 points

- The work involves the regular and recurring processing of widely varied types of actions for employees covered by a variety of pay plans and employment situations which require the application of numerous different and unrelated pay methods, practices, and procedures. Technicians perform work with either (1) a varied group of accounts requiring the resolution of pay administration problems involving numerous complicating factors, or (2) special technical support assignments, or (3) a combination of the two.
- Duties characteristic of the first type of assignment include, but are not limited to performing the type of processing typical of the next lower level of complexity, but, typically in situations which result in a more frequent need for complex retroactive adjustments. For example, continuous delays in receipt of actions, documentation, T&A reports, and additional or missing information requested by the technician; frequent errors in personnel actions, many of which have effective dates during previous pay periods, resulting in frequent corrective actions; and limited capability for calculation of retroactive adjustments within the computer system. In some cases, the technician does not actually do the computation, but

must identify the problem, determine what needs to be done, and prepare precise instructions for the accomplishment of the adjustment.

- Duties characteristic of special technical support assignments may include such work as quickly solving highly complicated problems which lower graded clerks or technicians are unable to resolve in time to meet deadlines. They may include preparing background information and related computations of pay and/or leave for special cases; e.g., waivers of payment, requests for Comptroller General decisions, continuations of pay, "buy backs" of leave, tax levies, garnishments of pay and Congressional inquiries. Also characteristic of this level are preparing specific reports or compiling information needed by management or other agencies requiring extensive searches throughout the payroll system; maintaining pay tables within their system, such as wage grade salary tables, special pay rates for shortage category positions; or transmitting guidance relating to such matters as systems changes or new tax tables to their co-workers, and others.

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- Employees decide what needs to be done by studying each case to identify the nature of the problem or issue; the characteristics of the employee involved; e.g., the type of appointment, pay plan, and work schedule; the capabilities of the computer system; and other conditions that may be present. They select the methods and procedures to ensure that employees are paid and leave is maintained correctly and on a current basis.
- In determining what action to take in carrying out these assignments, the technician considers a variety of conditions and interrelationships, within the rules, regulations, and procedures and within the computer system, (e.g., the impact on items X, Y, & Z, if item A is changed). The conditions and interrelationships may not be obvious and typically require different treatment, depending on such things as the type of employee; entitlements and deductions; working conditions; the period of time involved; the amount of adjustment necessary; and the availability of records.

FACTOR 5, SCOPE AND EFFECT

Level 5-1 -- 25 points

- The work consists of performing specific, well-established and recurring processing tasks, such as accepting forms, requests and inquiries from employees who walk into the office; screening employee-generated requests; e.g., changes in bonds or taxes for completeness and the presence of supporting documents, and when appropriate, maintaining a master record of financial institutions recognized by the computer

system. The tasks are performed primarily to develop skills to enable the clerk to assume more responsible duties.

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- The work serves to facilitate the work in the immediate unit.

Level 5-2--75 points

- The work involves the application and/or explanation of pay and/or leave rules, regulations and procedures. Clerks and technicians typically perform the full range of payroll functions for a block of accounts which represent a portion of the total population of a large organization or the entire population of a small organization. Some positions may, however, be limited to only one or two payroll functions; e.g., processing health benefits forms, or processing or maintaining retirement record cards or T&A reports; but, typically, for a large segment or all of the entire organization's population.
- The work affects (1) the payroll staff's ability to meet agency goals to produce technically accurate payrolls prepared on as current a basis as possible; and (2) the acceptability and timeliness of service to current and former employees.
- The reports prepared directly by clerks or technicians, or generated through the computer system facilitate the accounting and budget work performed by others in the employing organization.

Level 5-3 -- 150 points

- The work at this level involves:
 - Resolving a wide variety of complex issues and problem cases within the full range of payroll functions which, in some cases, cannot be given timely and accurate disposition by lower graded technicians in accordance with established rules and regulations.
- and/or
- Analyzing and resolving a variety of conditions, issues, or problems relating to the organization's payroll system, including adapting operating procedures as a result

of frequent regulatory and/or systems changes as well as transmitting information about those changes to other employees in the organization.

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- The work affects the efficiency of the office and the ability to provide timely and accurate service to the organization's employees. It can affect the economic well-being of the employees being serviced, particularly with cases involving large overpayments.

**FACTOR 6, PERSONAL CONTACTS
AND
FACTOR 7, PURPOSE OF CONTACTS**

Select the appropriate level of personal contacts from statements 1 or 2 below and the corresponding level for purpose of contacts from statements a or b. Then, using the chart below, credit the point value from the box where the selected levels intersect.

People Contacted

1. Employees in the immediate unit or related units, with timekeepers and/or time and leave clerks in the units being serviced, and, for time and leave clerks, with the payroll staff servicing the employees in their unit.
2. Such individuals or organizations as staff members of the personnel offices being serviced, other accounting and budget units, the employees being served and/or their supervisors, employees of personnel and payroll offices in other agencies, State unemployment offices, banks and other financial institutions, mortgage companies, the Treasury Department, IRS, the Federal Retirement Thrift Investment Board, and, occasionally, representatives for the employees being serviced. These contacts typically occur in the office or via telephone.

Purpose of Contacts

- a. To obtain, exchange, or clarify factual information relating to such duties as:
 - Processing the various documents received in the payroll office,
 - Obtaining missing information or documentation; e.g., information on coding personnel actions, or bond applications;
 - Obtaining missing T&A reports;

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- Clarifying conflicting postings on T&A reports;
- Explaining procedures for completing various standard forms;
- Explaining criteria for entitlement to premium pay, overtime, etc.;
- Explaining documentation requirements; e.g., for court leave or sick leave.

b. To resolve pay and leave problems by:

- Clarifying issues;
- Obtaining additional information from a variety of sources; e.g., employees, office files, records of payment, personnel offices, and other agencies.
- Explaining complex pay and leave regulations and computations; e. g., FLSA, entitlement to overtime, provisions concerning the first 40 hours of work, Department of State regulations concerning entitlement to and computation of post differentials or cost of living allowances, or continuation of pay;
- Working out plans for collecting large overpayments which are generally acceptable to the employee and minimize the financial hardship to the employee; etc.

and/or

To resolve operating problems relating to such matters as:

- Difficulties inputting data into the computer system;
- Difficulties reconciling accounts to control figures and/or reports;
- Inaccuracies in the computation of pay or leave; or
- Timely receipt of data processing documents and reports.

Note: At times, contacts are irate, distressed or initially uncooperative; especially when the communication involves the employees' second (or a subsequent) effort to resolve an issue or error in the amount and/or disbursement of pay, or in the maintenance of their leave balance. The clerk or technician informs the employees of their mutual goal to resolve the problem(s) and seeks to gain the employees' cooperation. Typically, however, the really serious impasses are referred to higher levels for resolution.

C O N T A C T S	P U R P O S E	
	a	b
	1	30
	2	45

FACTOR 8, PHYSICAL DEMANDS

Level 8-1 -- 5 points

The work is primarily performed while sitting; but may require bending, walking, standing, carrying light objects such as file folders, computer reports, books, or T&A reports; or driving an automobile. Bending and stooping may be required in searching office files.

FACTOR 9, WORK ENVIRONMENT

Level 9-1 -- 5 points

The work is usually performed in an office setting, although the clerk or technician may make occasional visits to work sites similar to those described in higher levels of Factor 9 in the Primary Standard.